GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:128
ANSWERED ON:09.12.2004
LACK OF PASSENGER AMENITIES/FACILITIES AT STATIONS
Choudhary Shri Nikhil Kumar;Rawat Shri Kamla Prasad

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government is aware that basic facilities are lacking at large number of railway stations in the country:

(b) if so, the facts thereof;

(c) the criteria/procedure adopted for providing and monitoring passengers facilities/amenities at railway stations;

(d) the number of complaints/requests received in this regard during the last one year, till date, and action taken thereon zone-wise;

(e) whether the Government has fixed responsibility in case of negligence on the part of railway officials in providing the basic minimum facilities at railway stations;

(f) if so, the details thereof; and

(g) the steps taken by the Government to improve the sanitary conditions and to provide basic amenities at every railway station including provision of funds made and funds spent/to be spent in this regard?.

Answer

MINISTER OF RAILWAYS (SHRI LALU PRASAD)

(a) to (g): A statement is laid on the Table of the Sabha.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (g) OF STARRED QUESTION NO. 128 BY SHRI KAMLA PRASAD RAWAT AND SHRI NIKHIL KUMAR CHOUDHARY TO BE ANSWERED IN LOK SABHA ON 9.12.2004 REGARDING LACK OF PASSENGER AMENITIES/FACILITIES AT STATIONS

(a) & (b): Basic facilities like drinking water, platform, ticket windows, sitting arrangements etc. are available at all stations. However, Railways are continuously upgrading the facilities depending upon the traffic needs and availability of funds.

(c): Stations have been categorised into six categories (A to F) based on their annual passenger earnings as given below :-

CATEGORIES OF STATIONS FOR PROVISION OF PASSENGER AMENITIES

S.No.	Category	Criteria
1.	A	Non-suburban stations with an annual passenger earnings of Rs. 6 crore and above
2.	B	1. Non suburban stations with an annual passenger earnings between Rs. 3 crore to Rs. 6 crore 2. Stations of tourist importance, or an important junction station (to be decided by General Manager)
3.	C	All suburban stations
4.	D	Non suburban stations with passenger earnings between Rs. 1 and Rs. 3 crore
5.	E	Non suburban stations with passenger earnings less than Rs. 1 crore
6.	F	Halts

Norms as per Appendix have been laid down for provision of minimum essential amenities at each category of stations. Scale of amenities varies with category of station. Additional General Managers at Zonal Railway level and Additional Divisional Railway Managers at Divisional level have been nominated as nodal officers for monitoring passenger facilities/amenities at railway stations.

(d): The total number of complaints/grievances received during the year 2003-2004 and upto August 2004 are 30213 . These complaints are on various subjects such as improper behavior of staff, reservation issues, working of enquiry offices, non-availability of water, cleanliness of station, maintenance of coaches etc. Zone-wise details are as under:

Railway	No. of complaints	Railway	No. of complaints
Central	4119	East Central	1688
Eastern	1990	East Coast	1043
Northern	4725	North Central	1467
Northeastern	994	North Western	1372
Northeast Frontier	673	South Western	979
Southern	2542	South East Central	1366
South Central	1822	West Central	1243
South Eastern	1209	Total	30213
Western	2981		

(e) & (f): Responsibility for negligence on the part of 2526 number of staff has been fixed. Action has been taken against the staff under Discipline and Appeal Rules. Position regarding the availability of basic amenities and also their functioning is continuously monitored at various levels in the Divisions and also in the Zonal Headquarters. Wherever deficiencies are found, the same are being attended to promptly and staff where they are found to be negligent, are suitably taken up/counseled.

(g): (i) Some of the steps taken for improving the sanitary conditions at the Stations are as under:

- Mechanised cleaning of stations.
- Pay & Use toilet facilities.
- Improvement of toilets by providing glazed tiles etc.
- Introduction of bio degradable toilets in trains
- Improvement in the supply of water
- Provision of more dustbins
- Provision of washable aprons.

(ii) For monitoring cleanliness at railway stations, regular cleanliness drives are conducted.
For providing basic amenities, all zonal railways have been directed to provide basic amenities at all stations expeditiously.

(iii) Provision of funds & expenditure: Higher funds are being allocated every year on provision of passenger amenities over Railway station. The details of the Budget Allotment and Actual Expenditure under Plan Head `Passenger Amenities` in the last four years are given below.

(Rs. in crore)

Year	Budget Allotment	Actual Expenditure
2000-01	190	136.50
2001-02	190	168.92
2002-03	200	175.11
2003-04	205	178.12

Rs. 215 cr. have been allotted in the current year i.e.2004-05

APPENDIX REFERRED TO IN REPLY TO PART (c) OF STARRED QUESTION NO. 128 BY S/SHRI KAMLA PRASAD RAWAT AND NIKHIL KUMAR CHOUDHARY TO BE ANSWERED IN LOK SABHA ON 09.12.2004 REGARDING LACK OF PASSENGER AMENITIES/FACILITIES AT STATIONS

NORMS FOR QUANTUM OF MINIMUM ESSENTIAL AMENITIES AT VARIOUS CATEGORIES OF STATIONS

S.No.	Amenities	STATION CATEGORY					
		A	B	C	D	E	F
1.	Booking Facility$ (No. of counters)	15	10	7	4	2	1
2.	Drinking water## (No. of taps)	12 taps on each PF	12 taps on each PF	6 taps on each PF	6 taps on each PF	1 tap/HP on each PF	1 HP at station
3.	Waiting hall/Shed@ booking office cum waiting hall	100 sqm	50 sqm	0	30 sqm	15 sqm	10 sqm
4.	Seating arrangement (No. of seats / PF)	100	75	10	50	10	-
5.	Platform shelter Shady trees (on each PF)	400 sqm Shady trees	200sqm Shady trees	200 sqm Shady trees	50 sqm -	-	
6.	Urinals#	10	6	4	4	1	-
7	Latrines#	10	6	2	4	1	-
8.	Platforms - High) Level - Medium) - Rail)	To be decided by the Zonal Railways					
9.	Lighting$$	50 Lux	30 Lux	50 Lux	30 Lux	20 Lux	20 Lux
10.	Fans$$(Nos)	8	4	4	2	-	-
11.	Foot over bridge	To be decided by the Zonal Railways					
12.	Time Table Display	To be decided by the Zonal Railways					
13.	Clock	To be decided by the Zonal Railways					

Stations falling in water scarcity zones or at station, where water source dries up in summer, drinking water facility should be ensured at every platform by means of syntax tanks/CANS/Matkas/Piaus etc. to be decided by GM of the Railways. At less important stations, particularly falling under category E & F, one water supply source at location convenient to passengers may be provided as per Minimum Essential Amenities. Drinking water facility would include all necessary units whether donated by private parties or provided by the Railways themselves.

@ If the variation is marginally on the lower side (upto -5 sqm), then it can be taken to be adequately provided.

1. Number of latrines/urinals includes provision in waiting room/halls. 1/3rd of the toilet may be reserved for ladies. In case of 2 toilets existing, one each should be earmarked for ladies & gents.

2. Number of latrines/urinals can be reduced in water scarcity areas by the Railway with the approval of GM.

$ At A, B, C & D category of stations, the booking counters to operate round the clock except at stations where there is no night working.

Note: (I) At stations where only one ASM is posted, only one booking window will be provided. In respect of `E` category stations, where the earnings is less than Rs. 20 lakh per annum, the quantum of amenities to be provided at such stations could be decided by General Managers based on actual requirements.
(II) Scale of all the amenities prescribed above are the bare minimum to be provided at the appropriate class of stations. Amenities over and above the prescribed minimum scales will continue to be provided as per norms for provision of amenities at `Recommended Level`.

$$ Details in circular No. 86/Elec.I/138/1 dated 2.12.1988 and 95/Elec.(G)/138/5 dated 19.3.1996.